



Changing Lives • Growing Community

Courage • Compassion • Connection • Commitment

E4C, one of Edmonton's oldest and most respected social service agencies, is seeking a dedicated professional eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people, helping and supporting individuals and the community in undergoing positive change and increasing capacity.

Case Worker – Crossroads Downtown

Transitional Services

Job Purpose

Crossroads Downtown offers transitional housing to adults experiencing sexual exploitation and homelessness. As a member of the Crossroads Downtown team, your primary responsibilities will be providing effective team collaboration, conducting admissions; performing needs assessments; developing and reviewing an individualized service plan with each resident; group facilitation; coordination, advocacy and other activities using a person-centered model to assist individuals in obtaining and sustaining permanent community accommodation

Duties and Responsibilities

Service Delivery / Case Management

- To provide direct care to residential clients through crisis intervention, counseling and support; advocacy and referral.
- To deliver programming in either a group setting or one on one (where appropriate) to include but not limited to: life skills; health; mental health; addiction; relationship dynamics; employability skills and development of positive social and family connections.
- To assess and monitor client cases in a comprehensive and collaborative team approach through intake assessment, service planning, review and case conferencing (where applicable), reviewing client case documentation, communication with program staff and relevant parties.
- To identify barriers to securing independent housing and offering support in overcoming these barriers.
- To maintain a safe and healthy living environment through supervision and coaching of housekeeping, meals, and inventory; mediating disputes and encouraging cooperation; educating residents on health, safety and personal security.
- Other duties may be assigned as needed.

Support and Referral

- To respond to requests for service through screening, assessment and communication of information and referral to resources.
- To work in collaboration with other E4C programs and partner agencies to provide a continuum of services.

- To provide on going support and follow-up to individuals once they have transitioned into the community through various like skills coaching.
- Other duties may be assigned as needed.

Administration

- Maintain thorough case documentation.
- Develop educational materials to meet clients' needs, as required.
- Adhere to and implement the Crossroads Policy and Procedures and E4C Human Resource Policy and Procedures Manuals.
- Other duties, as required by the Program Manager.

Qualifications

Preferred:

- Bachelor level degree in human services and / or 4 years of related experience.
- Experience in group facilitation.
- Belief in each client's ability to make positive changes and the ability to develop positive relationships with clients from all backgrounds.
- Strong interpersonal, communication, teamwork, leadership and organizational skills; non-judgmental, empathetic, flexible and the ability to work with initiative and independence.
- Class 5 Driver's License with a good driving record, use of personal vehicle and the operation of a company vehicle is required.
- Security Clearance and Child and Youth Intervention Module Check required.
- Standard First Aid and CPR and Suicide Intervention certifications required.
- Knowledge of sexual exploitation, abuse, addictions, mental health, homelessness, inner city, and aboriginal issues.
- Aptitude and skill in computer use and database entry

Working Conditions

Some shift work may be required however this position is primarily based on standard office hours. This position is required to be on an on-call rotation

Salary Scale

Starting: \$16.09/hr - \$17.40/hr, plus benefits

Please submit your résumé to:

E-mail: hr@e4calberta.org

Fax: 780.425.5911

We thank all applicants for their interest, however, only those selected for an interview will be contacted.